

US ARMY BANKING AND INVESTMENT FUND
CASH MANAGEMENT SERVICES
OPERATIONS MANUAL

Updated Publication: July 2000

CASH MANAGEMENT SERVICES OPERATIONS MANUAL

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Welcome to the Army Banking and Investment Fund (ABIF)

This Operations Manual was designed to provide you with information and basic procedures for using the ABIF's cash management products and services.

The ABIF is a pooled fund for all Army NAFIs. Citibank, the cash management processor for the ABIF, concentrates funds from each NAFI's local bank account into the NAFI's bank account at Citibank. Debits and/or credits are posted to the individual Citibank accounts throughout the day. At the end of each day all accounts are brought to a zero balance. Funds are swept into a master cash account and invested in U.S. Government or U.S. Government-backed obligations to maximize investment earnings.

Account balances for each ABIF participant are maintained by the Army Banking and Investment Office, not by Citibank. Each month you will receive two monthly bank statements: a statement from Citibank with daily itemized information of all your Citibank transactions for the month, and a second statement from the ABIF office showing In-Army transactions, net daily transactions at Citibank, and your account balance with the ABIF.

Whether you need new banking services or want to inquire about existing services (i.e., monthly bank statements, balance information, signature cards) you should always contact the U.S. Army Banking Office at DSN 761-7294 or (703) 681-7294.

The "Supplies and Documentation" section begins on page 20. It contains a series of forms and sample letters that you can use to conduct your daily banking business with the ABIF.

DIRECTORY OF KEY CASH MANAGEMENT PERSONNEL

Contact:

Phone:

US ARMY BANKING OFFICE:

Christel Schaefer,
Senior Banking Officer

DSN 761-7294
(703) 681-7294

e-mail: Christel.Schaefer@cfsc.army.mil

Susie Maddox
Banking Officer

DSN 761-7295
(703) 681-7295

e-mail: Susie.Maddox@cfsc.army.mil

Judith Perso,
Chief, Banking & Investment

DSN 761-7293
(703) 681-7293

e-mail: Judy.Perso@cfsc.army.mil

Mailing Address:

4700 King Street
Attn: CFSC-FM-B
Alexandria, VA 22302-4406

Fax: DSN 761-7348
or
Fax: (703) 681-7348

****** If you are calling during non-business hours, please dial DSN 761-7295,
or commercial(703) 681-7295 and leave a voice mail message.

Citibank Demand Deposit Accounts (DDAs)
Account Maintenance: OPENING AND CLOSING DDAs

This page will document the steps necessary for opening and closing Citibank Demand Deposit Accounts (DDAs) for US ARMY NAFI locations.

THE PROCEDURE:

In order to open or close a DDA, submit a written request to the U.S. Army Banking and Investment Office, including the following necessary information:

To open DDAs:

1. Complete an Account Opening Letter (see Supplies & Documentation Section of this manual for sample, page 21.)
2. Complete an Account Signature Card (request a copy from the Banking Office.)
3. Send originals of Account Opening Letter and Account Signature Card to the U.S. Army Banking Office (see address in Directory of Key Cash Management Personnel, page 4.)

To close DDAs:

1. Reconcile last monthly account statement.
2. Complete an Account Closing Letter (see Supplies & Documentation Section of this manual for sample, page 22.)
3. Include date of account closing.
4. Indicate how any residual balance and interest payment should be treated.
5. Fax to U.S. Army Banking Office at DSN 761-7348 or (703) 681-7348 and send letter originals to the U.S. Army Banking Office (see address in Section One - Directory of Key Cash Management Personnel, page 4.)

Citibank Demand Deposit Accounts (DDAs)
Account Maintenance: YOUR DDA STATEMENT

WHEN WILL YOU RECEIVE YOUR DDA STATEMENT?

Citibank will dispatch your statement within three (3) business days (excluding weekends and holidays) of your rule-off date, which, unless specified otherwise, is the last business day of the month. Standard delivery within the continental US will be via United Parcel Service, which generally takes 2-4 business days.

Overnight delivery of your statement is available from Citibank at an additional cost of \$5.00 for up to 2 pounds, which will be billed to your account.

Your request for overnight delivery should be submitted to the US ARMY BANKING OFFICE on your official letterhead and signed by your authorized signer.

YOUR DDA STATEMENT

The following pages will familiarize you with your Citibank DDA statement. If you have any further questions, or require additional information, contact the US ARMY BANKING OFFICE at DSN 761-7294 or (703) 681-7294.

Citibank Demand Deposit Accounts (DDAs)

YOUR DDA STATEMENT

STATEMENT HEADING: At the top of each page is the statement header information. This includes:

Report Date and Run Date: These dates are for Citibank internal use in keeping track of when Citibank prints each customer's statement.

Account Name: The title of your account as it appears on Citibank's DDA system.

Account Number: The unique 8-digit account number that is assigned to your account.

Rule-Off Dates: The dates which are included in the statement period.

1. OPENING BALANCE SUMMARY:

At the opening of the statement, there is a balance summary which includes the opening ledger balance and the opening available balance for the first calendar day of the statement period. In general, the ledger balance of your Citibank account will be shown as zero on your monthly statement.

Each day at the close of business, the balance in your Citibank account is brought to zero. This is done so the Army Banking And Investment Fund (ABIF) can concentrate funds from all NAFIs to maximize investment earnings.

The zero balances on your Citibank account statements are not indicative of the balances maintained by the US Army Banking Office and invested by the ABIF. You will receive a separate monthly statement from the US Army Banking Office reporting the balances they maintain for you.

If you need to know your account balance, do not call Citibank since their system will show a zero balance. Contact the U.S. Army Banking Office for this information at (703) 681-7294 or DSN 761-7294.

2. TRANSACTION DESCRIPTION:

This section provides you with all the details necessary to identify each debit and credit transaction and its associated descriptive details. This includes:

- * A brief one-line description of the transaction (the first line).
- * Citibank's Ref Num: this reference number is also known as the GLOBAL ID and should be mentioned whenever making queries on any transaction.
- * Details: All the details that were included with the transaction when Citibank received it from its source.
- * The Beneficiary: The party who received the credit for the transaction.
- * F/O: Beneficiary detail information.
- * Your Ref: Customer reference information
- * Order Party: The party who initiated the transaction.
- * FTN Ref and Our Dept. Ref: Internal Citibank reference numbers.
- * Value Date: Included only if different from posting/transaction date.

3. DEBITS & CREDITS:

These columns separate the debit dollar amounts from the credit dollar amounts for easy reference. Debits are listed in the left column and credits are listed in the right column.

Debit and Credit Item Count: These are the total amounts of debits and credits posted to your account during the statement period.

There will either be a debit or a credit bringing your account balance back to zero at the end of each day.

Citibank Demand Deposit Accounts

Changes Affecting Accounts: CHANGES IN AUTHORIZED SIGNERS

PROCEDURE:

Whenever you need to make a change in authorized signers you should send a replacement signature card to the U.S. Army Banking Office. Please contact the Banking Office for a copy of the signature card.

You must forward the original signature card to the U.S. Army Banking Office at 4700 King Street, Alexandria, Virginia 22302-4406

If you are running short of signature cards, call the Army Banking Office for new cards. You may also make a photocopy of the signature card and use that. However, the signatures you forward to the Army Banking Office must be **originals**.

Be sure you retain a photocopy of the completed signature card for your files.

If you are adding a signature to your card, and no other changes are being made (no current signers are being deleted) you can send in a card with just the new signature on it. Please note "ADDITIONAL CARD" on the bottom of the card face, to indicate that it is not a replacement card.

Citibank Demand Deposit Accounts

Concentration of Funds: SET-UP or CHANGES IN LOCAL NAFI DEPOSITORY BANKS

THE PROCEDURE:

The U.S. Army Banking Office needs to be notified in writing if you want to set up a new local bank account for upstreaming or if you need to make changes to your local NAFI depository bank information.

Funds from your local bank(s) to your Citibank account are upstreamed automatically. To set up the relationship for electronic funds transfer between the accounts, you need to complete the form "Authorization to Upstream From Local Bank Account" (page 32.)

When changing local bank information, you will need to complete two required forms in the Supplies and Documentation Section of this manual:

1. **Change in Local NAFI Depository Bank letter** (page 23)
2. **Authorization to Change Upstreaming From Local Bank Account** (page 33)

Be sure to contact the Banking Office well ahead of time when you change local banks, or when your local bank account changes. It will be several days before the new set-up or any changes can be completed by the data collection service which manages the deposit concentration.

Citibank Demand Deposit Accounts

Changes Affecting Accounts: CHANGES IN DDA STATEMENT ADDRESS

Should the statement address of a NAFI change, the ABIF Office and Citibank will need to know the new mailing address so that you will receive your bank statements and any other correspondence without delay.

THE PROCEDURE:

Any change in US ARMY NAFI statement address needs to be requested through the US BANKING OFFICE.

You need to send the US ARMY BANKING OFFICE a letter on your official letterhead documenting your change in DDA statement address. (see page 24 for a sample). The letter should include the following information:

1. Account number
2. Account title
3. New DDA statement mailing address
4. POC, Telephone and fax number

The U.S. Army Banking Office will inform Citibank about your change of address.

Citibank Demand Deposit Accounts
Deposits: PREPARING MAIL DEPOSITS

This section will assist you in the efficient preparation of your Citibank DDA deposits.

CONTENTS OF YOUR DEPOSITS:

DO NOT SEND CASH.

DO NOT SEND A DEPOSIT WITHOUT A DEPOSIT TICKET.

Your deposits should contain only U.S. Dollar checks, travelers checks and money orders drawn on banks in the United States, Puerto Rico, the United States Virgin Islands and U.S. Dollar checks payable in Canada.

If you include items other than these in your deposit, processing of your deposit may be delayed and the inappropriate items may be returned to you.

ENDORSEMENTS:

Please make sure that all checks are properly endorsed. You can endorse by printing the name of your NAFI on the back of the check and writing: "For Deposit Only."

FOR YOUR RECORDS:

Make a photocopy of all items you are mailing to the bank. In the case of lost or damaged mail, resolution will be much easier. If you are missing a mailed deposit, contact the Army Banking Office for assistance at (703) 681-7294 or DSN 761-7294.

DEPOSIT TICKETS:

If you make deposits by mail, the ABIF office will supply you with deposit tickets that are MICR-encoded with your DDA number and your unique location code, if applicable, in order to speed posting to your account. Deposits received without MICR-encoded deposit tickets could be subject to processing delays and can impair accurate reporting of your account information.

Complete the deposit ticket and mail your deposits to:

CITIBANK, N.A.
111 Wall Street
6th Floor / Zone 15
Sort 3979
New York, NY 10043

Please make a copy of your deposit ticket and all enclosures for your records.

To order deposit tickets, use the Deposit Ticket Ordering Form on page 28 and fax or mail your request to:

U.S. Army Banking Office
4700 King Street
Alexandria, VA 22302-4406

Fax: DSN 761-7348
Commercial (703) 681-7348

Citibank Demand Deposit Accounts
Procedures: HOW TO PLACE STOP PAYMENTS

OVERVIEW:

The reasons for placing a stop payment on a check can include the check becoming lost, inadvertently duplicated, issued for an incorrect amount, etc.

Army Banking Office policy is not to place stop payment orders on checks issued for less than \$25.00.

The U.S. Army Banking Office will place a stop payment on a check drawn against your Citibank account. If the check has not already been presented to Citibank and cleared your account, Citibank will issue a "stop" that will prevent your account from being debited if and when the check is presented for payment.

THE PROCEDURE:

Stop Payment Request via fax or phone ---

1. Review all banking statements subsequent to check issue date to verify that the check in question has not already been presented and paid.
2. Fax your request to the U.S. Army Banking Office at DSN 761-7348 or (703) 681-7348 or call DSN 761-7294 or (703) 681-7294 to initiate the stop payment. You can find the fax form in the Supplies & Documentation Section on page 26.
3. Provide the following information:
 - a. Citibank account number on which the check(s) is drawn.
 - b. Check serial number
 - c. Dollar amount of check
 - d. Payee
4. Telephone requests should be followed by fax or mail to the U.S. Army Banking Office confirming this information.

Citibank Demand Deposit Accounts

Procedures: HOW TO PLACE STOP PAYMENTS (continued)

If you wish to place a stop payment on a consecutive series of checks, (for example, if a box of checks is lost) you may place a range stop payment. When you submit your request, you submit the first and last check number in the series.

RECEIVING STOP PAYMENT CONFIRMATION:

Once the stop payment has been placed, a copy of the stop payment confirmation will be sent to you by the U.S. Army Banking Office.

Please note:

If the check in question is over 45 days old, though Citibank will process the stop payment request, they will not be liable for checks that have already cleared your account.

Stop payment requests expire after one year, unless you requested a longer period. If you require an extension of your stop payment beyond one year, you must make another stop payment request two weeks prior to the stop expiration date.

STOP PAYMENT RELEASES:

Releases on stop payments can only be made by the U.S. Army Banking Office. If you wish to issue a release on a stop payment, you must submit a request on your official letterhead, signed by your authorized signer, to the U.S. Army Banking Office.

Citibank Demand Deposit Accounts

Procedure: HOW TO ORDER CHECK STOCK and/or DEPOSIT TICKETS

To order additional check stock, complete the Check Order Form on page 25. Include a marked-up voided check, if there are any changes in printing from your last order.

Fax or mail your order to:

U.S. Army Banking Office
4700 King Street
Alexandria, VA 22302-4406

Fax: DSN 761-7348
Commercial (703) 681-7348

To order additional deposit tickets, use the Deposit Ticket Ordering Form on page 28 and fax or mail your request to:

U.S. Army Banking Office
4700 King Street
Alexandria, VA 22302-4406

Fax: DSN 761-7348
Commercial (703) 681-7348

Citibank Demand Deposit Accounts

Procedures: CHECK PAYMENT INQUIRIES/PHOTOCOPY REQUESTS

THE PROCEDURE:

To initiate a check payment inquiry and/or a check photocopy request, contact the US ARMY BANKING OFFICE at: DSN 761-7294 or (703) 681-7294.

You should have the following information ready when you call:

1. Your DDA Account Number
2. The Check Number
3. Check Amount
4. Payee
5. Paid Check Date

If you wish to fax your request, refer to the Supplies and Documentation Section of this manual for a copy of the appropriate form (page 27.)

Electronic Transfers

INITIATING OUTGOING ELECTRONIC TRANSFERS

To initiate funds transfers, you must complete an Electronic Transfer Initiation Form and fax it to the US ARMY BANKING OFFICE at DSN 761-7348 or (703) 681-7348. (see the Supplies and Documentation Section of this manual for sample forms, page 29.)

To initiate an In-House funds transfer (a transfer between ABIF accounts), please complete the IN-HOUSE Transfer Request Form on page 30.

Please note: The US ARMY BANKING OFFICE cannot initiate an electronic transfer without receiving a completed Electronic Transfer Initiation Form from the requesting NAFL.

If you have any questions, please contact the US ARMY BANKING OFFICE at DSN 761-7294 or (703) 681-7294.

Electronic Transfers
OUTGOING ELECTRONIC TRANSFER INQUIRIES

THE PROCEDURE:

If you would like to make an inquiry regarding an outgoing electronic transfer, contact the US ARMY BANKING OFFICE at DSN 761-7294 or (703) 681-7294.

You should have the following information available when you call:

1. Account title:
2. Debit ID (Citibank account number to be debited)
3. Dollar amount of transfer
4. Beneficiary name
5. Date of transfer

When provided with this information, the US ARMY BANKING OFFICE will contact Citibank to investigate the transfer on your behalf. The US ARMY BANKING OFFICE must receive a completed copy of your electronic transfer inquiry form immediately following your telephone request (see the Supplies and Documentation Section for this form, page 31.)

SUPPLIES AND DOCUMENTATION INVENTORY

Sample Letters:

Account Opening

Account Closing

Changes in Authorized Signer

Changes in Local Depository

Changes in Account Statement Address

Forms:

Stop Payment Fax Sheet

Check Inquiry/Photocopy Request Form

Deposit Ticket Ordering Form

Electronic Transfer Fax Form

Electronic Transfer Inquiry Fax Form

Deposit & Information Reporting Change Form

Check Stock Ordering Form

ACCOUNT OPENING LETTER SAMPLE

(Letterhead)

(Office Symbol)

Citibank, N.A.

Through

Department of the Army
Banking and Investment Office
ATTN: CFSC-FM-B
4700 King Street
Alexandria, Virginia 22302-4406

I, (name), hereby specify that I am currently the (Assistant Director for Community and Family Affairs or Fund Manager if installation has no ADCFA) of (location), an installation of the United States Army. Pursuant to the letter of authorization of 31 July 1997 given by the U.S. Army Community and Family Support Center, Financial Management directorate, I authorize the establishment of the account(s) specified below, and further authorize the following persons to sign and/or countersign checks and other orders for the payment of money drawn on this (these) account(s) as further set forth below. Copies of signatures of these persons are attached.

Acct # Acct Title Manual/ Facsimile # of Signatures Required
Signature(s)

Further, (Central Accounting Officer's name and title, and alternate within CAO if desired) is/are hereby appointed as my authorized substitute, and Citibank is authorized to rely on his/her instructions with respect to the above account(s) as if they were issued by myself.

The Bank may continue to rely upon the above instructions unless and until specifically amended by a written notice executed by myself, or the person then holding the position of (Assistant Director for Community and Family Activities/Fund Manager) at this installation or the substitute appointed above. Any such notice will be effective when received by you at the address given above.

(installation)

(signature)
(title) (date)

ACCOUNT CLOSING SAMPLE LETTER

(on your official letterhead)

Today's Date

Citibank, N.A.

Through

Department of the Army
Banking and Investment Office
ATTN: CFSC-FM-B
4700 King Street
Alexandria, Virginia 22302-4406

RE: US ARMY NAFI

Account Number _____

Account Title _____

Date of acct closing _____

With this writing we hereby authorize and instruct you to close the above referenced account. We also rescind any and all Signature Authorizations and Certificates of Incumbency for the account.

We request that the ARMY BANKING OFFICE transfer any Memorandum Balance/Interest to:
Successor NAFI Account Number)

If you need any further information, please call.

Your name:

Your title:

Your phone number:

Authorized Signer:

(please sign)

CHANGE IN LOCAL NAFI DEPOSITORY BANK --- SAMPLE LETTER

(on your official letterhead)

Today's Date

Department of the Army
Banking and Investment Office
ATTN: CFSC-FM-B
4700 King Street
Alexandria, Virginia 22302-4406

RE: Account NAFI: _____
ABIF Account Number: _____
Citibank Account Number (if applicable): _____
Account Title _____

With this writing we hereby authorize and instruct you to record a new depository institution for this location. Please see the attached **Authorization to Change Local NAFI Depository Account** (use form on page 33 as attachment) which provides details on the new account for your records.

If you need any further information, please call.

Your name: _____

Your title _____

Your phone number _____

Enclosure

(fax and mail to the US ARMY BANKING OFFICE for approval)

CHANGES IN ACCOUNT STATEMENT ADDRESS

(on your official letterhead)

Today's Date

Department of the Army
Banking and Investment Office
ATTN: CFSC-FM-B
4700 King Street
Alexandria, Virginia 22302-4406

With this writing we hereby authorize and instruct you to record a new statement mailing address for the account referenced below. Please also note the effective date of the new address.

RE: US ARMY NAFI_____

Account Number_____

Account Title_____

Date of acct closing _____

Current Account Statement Mailing Address:_____

NEW Account Statement Mailing Address:_____

If you need any further information, please call.

Your name:_____ Your title:_____

Your phone number:_____

(fax and mail to the US ARMY BANKING OFFICE)

CHECK STOCK ORDER

To order additional check stock, fax or mail your order to:

U.S. Army Banking Office
4700 King Street
Alexandria, VA 22302-4406

Fax: DSN 761-7348
Commercial (703) 681-7348

Include a marked-up voided check, if there are any changes in printing from your last order. Your request should have the following information:

1. Your account number
2. Your account title
3. Beginning check serial number
4. Quantity requested
5. Your full mailing address

6. Account title and check heading information
7. Special requests (i.e., color, pin fed, etc.)

8. Point of contact and telephone number

STOP PAYMENT REQUEST FORM

(To be used when faxing stop payment orders to the US ARMY BANKING OFFICE).

Date: _____

Fax to: US ARMY BANKING OFFICE

Fax number: DSN 761-7348 or (703) 681-7348

From: _____

Fax number: _____

Phone number: _____

Stop Payment Check Information:

Account number: _____

Check number: _____

Amount: _____

(must be more the \$25.00)

Payee: _____

Issue date: _____

Authorized Signer: _____

(please sign)

CHECK INQUIRY/PHOTOCOPY REQUEST FORM

(To be used when faxing check inquiry/photocopy requests to the office of the US ARMY BANKING OFFICE.)

Date: _____

Fax to: US ARMY BANKING OFFICE
Fax number: DSN 761-7348 or (703) 681-7348

From: _____

Fax number: _____

Phone number: _____

CHECK INQUIRY/PHOTOCOPY REQUEST INFORMATION:

INQUIRY ONLY ___ PHOTOCOPY ___ (check one)

Today's date _____

Account number _____

Check number: _____

Amount: _____

Payee: _____

Issue date: _____

Person requesting check photocopy: _____

CONFIRMATION SECTION: (to be completed by the US ARMY BANKING OFFICE)

Check Status:

Not Paid ___ Paid ___

Date Paid ___/___/___

DEPOSIT TICKET ORDERING FORM

Fax to:

US ARMY BANKING OFFICE

Fax no.: DSN 761-7348 or (703) 681-7348

From: _____

Fax no.: _____

Today's date: _____

Your name: _____

Your account number: _____

Your account title: _____

Unique location code, if applicable _____

Quantity requested: _____

Delivery Instructions: _____

Name: _____

Address: _____

Authorized Signer: _____

OUTGOING ELECTRONIC TRANSFER FAX FORM

Date: _____

Fax to: US ARMY BANKING OFFICE

Fax number: DSN 761-7348 or (703) 681-7348

From: _____

Fax number: _____

Phone number: _____

ELECTRONIC TRANSFER INFORMATION:

1. Your name (individual making request) _____

2. Account title _____

3. Debit ID (Citibank account number to be debited): _____

4. Dollar amount of transfer: _____

5. Beneficiary name: _____

6. Beneficiary's bank name and ABA number: _____

7. Beneficiary's bank account number: _____

8. Detail to include with payment: _____

Authorized signer: _____

**REQUEST FOR AN ELECTRONIC TRANSFER BETWEEN ABIF ACCOUNTS
(IN-HOUSE TRANSFER)**

Date: _____

Fax to: US ARMY BANKING OFFICE

Fax number: DSN 761-7348 or (703) 681-7348

From: _____

Point of Contact: _____

Fax number: _____

Phone number: _____

ELECTRONIC TRANSFER INFORMATION:

1. **TO ABIF #** _____

Name of Account: _____

2. **FROM ABIF#** _____

Name of Account: _____

Amount: _____

Date of Transfer: _____

Description: _____

Authorized signer: _____

ELECTRONIC TRANSFER INQUIRY FAX FORM

Date:_____

Fax to: US ARMY BANKING OFFICE: DSN 761-7348 or (703) 681-7348

From:_____

Fax number:_____

Phone number:_____

ELECTRONIC TRANSFER INQUIRY INFORMATION:

1. Your name (individual making request)_____

2. Account title:_____

3. Debit ID (Citibank account number to be debited)_____

4. Dollar amount of transfer:_____

5. Beneficiary name:_____

6. Beneficiary bank ABA number:_____

7. Beneficiary account number:_____

**Authorization
to Upstream From Local Bank Account**

Name of NAFI_____

Local Bank ABA(Transrouting) Number:_____

Local Bank Account Number:_____

Local Bank Name:_____

Address:_____

Point of Contact and
Phone Number at the Local Bank:_____

Target Balance:_____

Amount:_____

Threshold Amount (if not \$20.00) Amount:_____

Authorized Signer: _____

Tel. #: _____

Please copy this form for each local bank account, complete and FAX to the Army Banking and Investment Office:

DSN 761-7348
Commercial: 703-681-7248

**Authorization
to Change Upstreaming From Local Bank Account**

Name of NAFI _____

Please change/delete (circle one)

Local Bank ABA(Transrouting) Number:_____

Local Bank Account Number:_____

Local Bank Name:_____

Address:_____

Point of Contact and
Phone Number at the Local Bank:_____

Target Balance:_____

Amount:_____

Threshold Amount (if not \$20.00) Amount:_____

Authorized Signer: _____

Tel. #: _____

Please copy this form for each local bank account, complete and FAX to the Army Banking and Investment Office:

DSN 761-7348
Commercial: 703-681-7248